

Chapter 1

Getting Started

If You Have Questions

Things You Need

Installing IconForge

The purpose of this handbook is to outline steps for working with *IconForge* to create and edit icons and cursors. It would be a waste of paper to describe each function in *IconForge*. Since these functions are constantly being enhanced and improved, any such description would be out of date by the time this were printed. If you need up-to-date information about a particular menu function or tool, please consult the on-line help topics found under *IconForge's Help* menu.

This chapter gives you a step-by-step guide to installing *IconForge* on your computer system.

Before continuing, please take a few minutes to fill out the enclosed ***Product Registration Card*** and drop it in the mail. This allows us to notify you about future updates of *IconForge*. You should also write down your product Serial Number (found on the label attached to the inside cover of this handbook) and store it in a safe place. You will need this number should you need to reinstall *IconForge*, upgrade, obtain support for the product, etc.

If You Have Questions

- Try to duplicate the problem and write down what appears on your screen.
- Retrace your steps which led to a problem.
- Consult the README.DOC file in *IconForge's* folder, if available. This contains current information and answers to commonly asked questions.
- If you're using a network, ask your network administrator for help.
- Ask your dealer for help.
- Look on our on-line user forum at
http://www.cursorarts.com/ca_nwss.html
- Contact CursorArts Technical Support: *See following.*

Things You Need

To use *IconForge*, you will need the following:

- PC compatible computer (a computer based on a Pentium-class CPU is highly recommended).
- Windows supported graphics card and monitor (running under High Color or True Color Windows Display mode recommended).
- 16 MB minimum RAM (32 mb or more will result in faster operation).
- A hard disk with 12+ mb free space
- Windows 3.1, 3.11, 95, 98, ME, NT4 (SP3 or higher), 2000 or XP
- Original *IconForge* diskettes or CD-ROM
- Windows supported mouse or pointing device

Installing IconForge

Before going any further, you'll need to run *IconForge's* easy installation program. The installation program creates a directory folder to contain *IconForge* and transfers the appropriate files to your system's hard drive.

- NOTE: You must use the SETUP program to properly transfer *IconForge* onto your hard drive.

To run the SETUP program:

- Insert the program CD-ROM into your CD drive.
- Run the SETUP.EXE program from either your Windows File Manager or from Explorer.
- Follow the instructions on the screen.
- If you received a *WebPak* supplemental disk set, run the program contained on the first disk **after** you have installed *IconForge* from the CD-ROM.

Customer Services

CursorArts Company provides registered software customers with free technical support. If you haven't already, please take a few moments to send in the Product Registration Card included in this package. This will assure you of eligibility for technical support, update notification, special discounts, announcements, etc.

If you should encounter a technical problem or question not covered in the manual, you may use one of the following options to obtain technical support:

Mail Postal Correspondence To:

- **CursorArts**
attention: Customer Services
P.O. Box 1379
Bend, OR 97709-1379
U.S.A.

E-Mail To:

- tech@cursorarts.com

Telephone Support:

Technical support and update information are available during our regular business hours (weekdays 9 AM - 5 PM Pacific Standard Time). Please have your product serial number available when you call. Support cannot be provided without it (the serial number is found printed on the label of your *IconForge* diskette or on the label attached to the inside cover of this handbook).

In addition to your serial number, please also have the following information at hand when you call:

- Brand name and model of your computer system, mouse, video adapter and monitor.
- Operating environment (Windows) version number.
- A listing of the contents of any AUTOEXEC.BAT and CONFIG.SYS files, and a list of any other programs running when the problem occurs.
- A description of the problem, how it occurred, and how to reproduce it.

Telephone support may be obtained by calling 541-383-7156. You may fax questions to 541-388-7366.

CursorArts on the Internet:

The latest product information, upgrades, trial software, and supplements may be obtained on-line:

- The CursorArts Web site is located at:
<http://www.cursorarts.com/>
and also allows access to news, product information, and technical support services.
- Free incremental software updates may be found at:
http://www.cursorarts.com/ca_patch.html
or click the *Help* menu and select the *Upgrade over the Internet...* function.